

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARC G. ROSE, MELANIE HALEY, AND	)	
THOMAS L. ROSE	)	
	)	
COMPLAINANTS	)	
	)	
v.	)	CASE NO. 96-052
	)	
GTE SOUTH INCORPORATED	)	
	)	
DEFENDANT	)	

O R D E R

The Commission, on its own motion, HEREBY ORDERS that:

1. An informal conference shall be held on Wednesday, May 22, 1996 at 10:00 a.m., Eastern Daylight Time, in Conference Room 2 of the Commission's offices at 730 Schenkel Lane, Frankfort, Kentucky.

2. GTE South Incorporated ("GTE") shall appear and shall bring, and be prepared to discuss, the following documents and information: A written summary, which includes dates, of GTE's records of the activity on the accounts that are the subject matter of this proceeding; GTE's billing system that is relevant to its alleged inability to apply checks to bills incurred at a specific number when that number is written on the checks; GTE's policy regarding customer complaints; and a written summary of the steps that GTE has taken, which are referred to in its Answer, to ensure that Mr. Rose will not receive any additional bills, invoices, or any other correspondence regarding his previous account with GTE.

3. The Complainants shall bring, and be prepared to discuss, any evidence to substantiate their claims, including telephone bills and correspondence from GTE that has not been filed with the Commission.

Done at Frankfort, Kentucky, this 8th day of May, 1996.

PUBLIC SERVICE COMMISSION

Robert M. Davis  
For the Commission

ATTEST:

Don Mills  
Executive Director